

Operations Report to Finance & Resources Committee, 17th November 2009

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Registration – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 September 2009 to 30 September 2009.

1) Operational Performance

a) Telephone Calls

The Registration Department answered 85.9% of all calls within 30 seconds which exceeds our service standard of answering 80% of calls within 30 seconds.

i) UK Telephone Calls - During the period from 1 September 2009 to 30 September 2009 the team answered a total of 14,283 telephone calls which is 5,643 more than the same period two years ago and represents a 65.3% increase in the number of calls the department handled.

ii) International Telephone Calls - During the period from 1 September 2009 to 30 September 2009 the team answered a total of 1,197 telephone calls which is 179 more than the same period last year.

b) Application Processing

i) UK Applications - A total of 1,163 new applications were received during this period and 1,128 individuals were registered, which is 379 less than the same period last year. Applications took on average 9 working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average 7 working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 67 new international applications were received in this period and 95 individuals were registered which is 24 less than the same period last year. Applications were on average being processed within six to eight weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

iii) Grandparenting Applications – A total of 5 new grandparenting applications were received in this period and 2 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 100 emails per day and responded to these on average within two days of receipt which is well within our service standard of five working days.

ii) International Emails - The team received approximately 20/30 emails per day and managed to respond to these on average between two days of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit

We requested CPD profiles from 2.5 per cent of biomedical scientists at the beginning of September and assessment days continued to be held throughout the month.

e) Registration Renewals

At the start of July, all registered clinical scientists, prosthetists & orthotists and speech and language therapists were invited to renew their registration for the next two-year cycle. Registrants were given until the 30 September 2009 to renew their registration for the 2009/11 registration period. As a result of the disruption with the postal service the final date that registrants could return their renewal form was extended until the 16 October 2009. This year a record number successfully renewed their registration.

Clinical scientists 97.2%
Prosthetists / orthotists 96.2%
Speech and language therapists 96%

This is excellent news for these professions. Compared to the last renewal period for these professions the improvement is clear; 92.6% of clinical scientists, 88.7% of prosthetists / orthotists and 92.4% of speech and language therapists renewed two years ago.

The Registration and Communication Departments worked with a number of stakeholders to remind registrants about the importance of renewing their registration. We distributed letters, information and posters via professional body networks and promoted renewal dates on websites and in professional body journals and magazines. This collaborative working with professional bodies has made a real difference and prevented many professionals from lapsing off the HPC Register

At the start of August 30,548 renewal forms were sent to occupational therapists and 15,526 renewal forms to practitioner psychologists. As at 28 October 2009 27,625 renewal forms had been returned to HPC from occupational therapists and 12,135 from practitioner psychologists.

As a result of the ongoing postal disruption the closing date for receipt of renewal forms from occupational therapists has been extended from the 31 October 2009 until the 16 November 2009.

Due to it being the first registration renewal cycle for practitioner psychologists the closing date for receipt of renewal forms for practitioner psychologists has been extended from the 31 October 2009 until the 30 November 2009.

At the start of September 22,560 renewal forms were sent to biomedical scientists. As at 28 October 2009 16,788 renewal forms had been returned to HPC.

2) Resource

a) Employees

The department is operating within the budgeted headcount.

3) National Customer Service Week (NCSW)

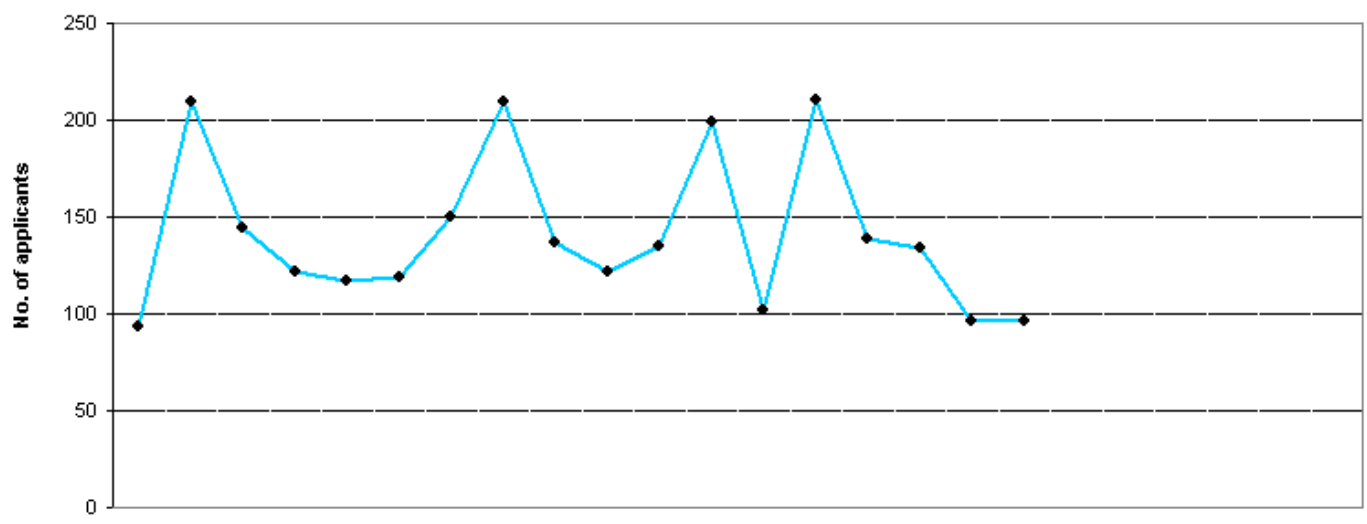
The Registration Department led the HPC's NCSW celebrations across HPC during the week commencing 5 October 2009. NCSW is designed to raise awareness of customer service and the vital role it plays within an organisation.

By supporting NCSW, we showed our dedication and support to customer service by highlighting its value to the HPC and sending out a meaningful message to others.

The week's events were organised by members of the Cross Department Team (CDT) and the events included:

- Daily quiz
- Job shadowing
- Customer service story competition
- Four cross departmental training sessions which focused on resolving issues and building reputation

Health Professions Council International Registrations April 2008 - March 2010 Registration Department



	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Arts therapists	0	0	2	0	0	1	2	0	0	0	0	1	0	0	0	0	0	1								3	6	8	6	1
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20	14	11	12								417	439	231	236	83
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3	1	0	1								26	35	30	28	10
Chirops/pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2	0	6	2								25	37	39	27	10
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5	16	9	5								93	138	94	97	48
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14	32	16	9								615	509	302	283	132
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	1								6	7	5	2	4
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0								3	3	4	3	0
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6	0	0	10								6	16	14	22	19
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46	39	38	37								1,193	985	567	608	285
Pract Psychos *																0	1	0												1
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0								6	4	6	3	1
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26	21	11	16								496	820	428	336	133
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15	11	4	2								218	173	134	105	50
Total	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	96								3,107	3,172	1,862	1,756	777

* Practitioner psychologists section of register opened 1st July 2009



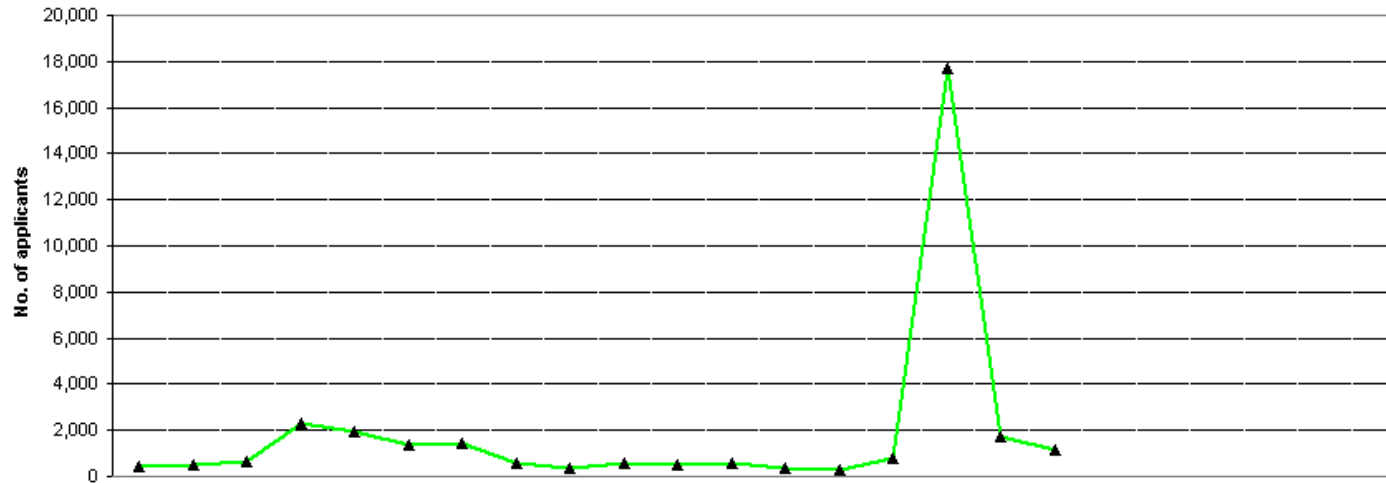
	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Minimum info	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487	202								477	279	302	632	310
At scrutiny	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2	1								33	84	51	31	20
Pending reg fee	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2	2								2	28	6	2	2
Total	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491	205								512	391	359	665	331
	AVERAGE																													

NOTE: Information covers UK applications only
 Represents the current workload within the UK section as at the end of the month

Health Professions Council

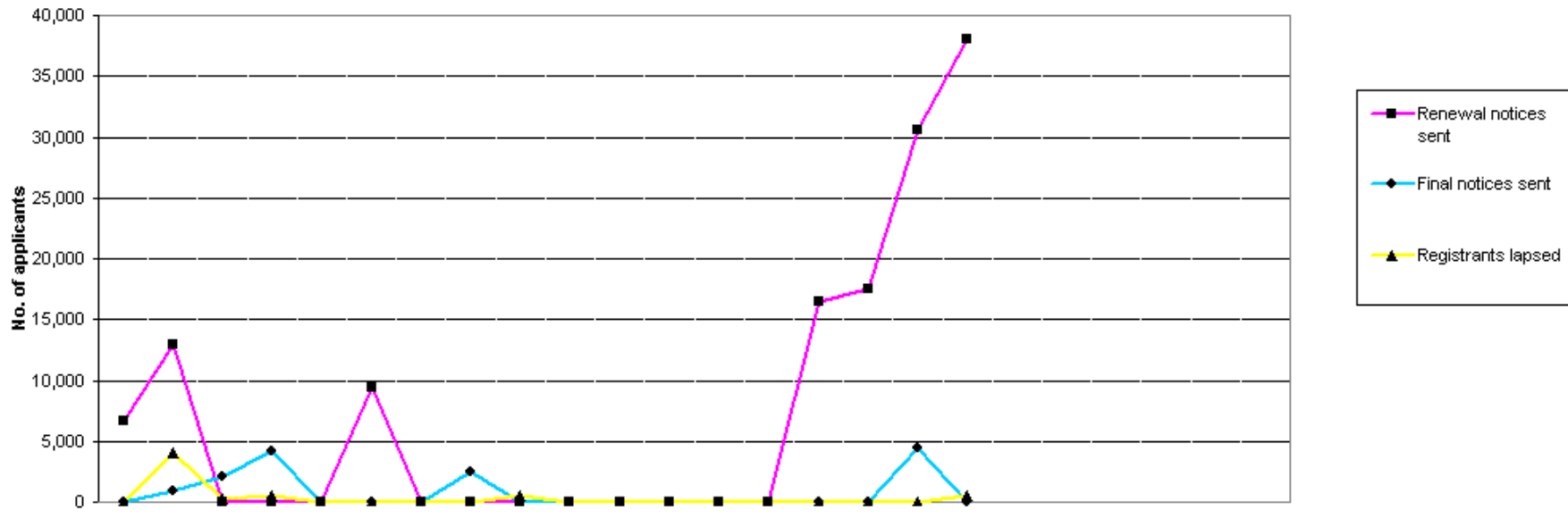
New UK Applications Received April 2008 - March 2010

Registration Department

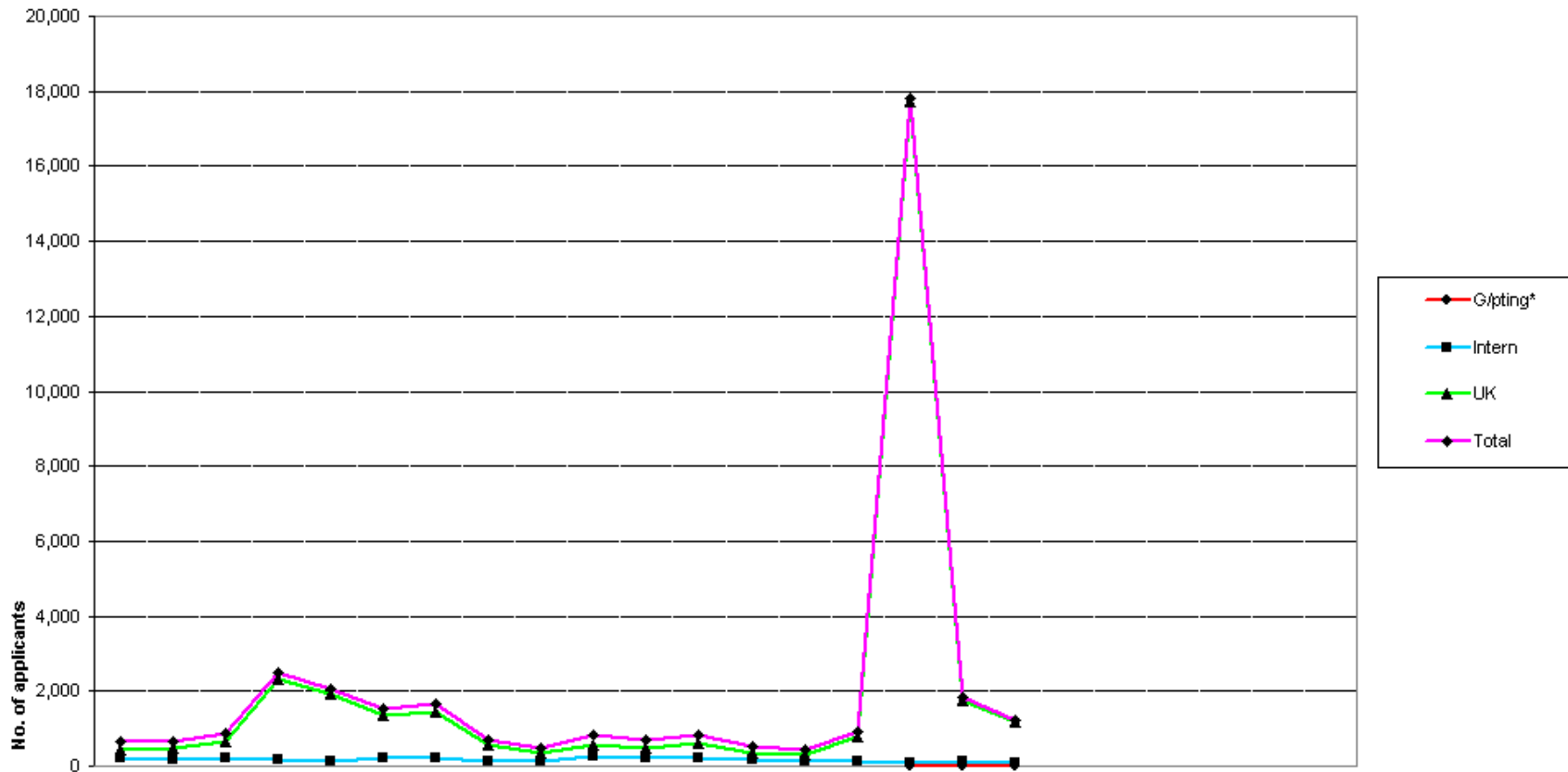


	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35	24							234	184	170	235	140	
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106	85							912	690	689	836	418	
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89	39							155	145	167	282	341	
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18	13							399	341	415	469	91	
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60	36							367	331	359	452	325	
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356	243							1,544	1,327	1,321	1,873	1,103	
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61	120							754	668	804	636	256	
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11	6							34	41	41	106	30	
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83	84							1,247	807	931	1,517	517	
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469	200							2,051	2,120	2,276	2,531	1,613	
Pract psychos*																														
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3	1							46	32	35	51	8	
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217	98							1,008	1,051	1,108	1,377	1,044	
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162	122							746	582	655	834	460	
Total	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738	1,163							9,497	8,319	8,971	11,199	22,070	

* Practitioner psychologists section of register opened 1st July 2009



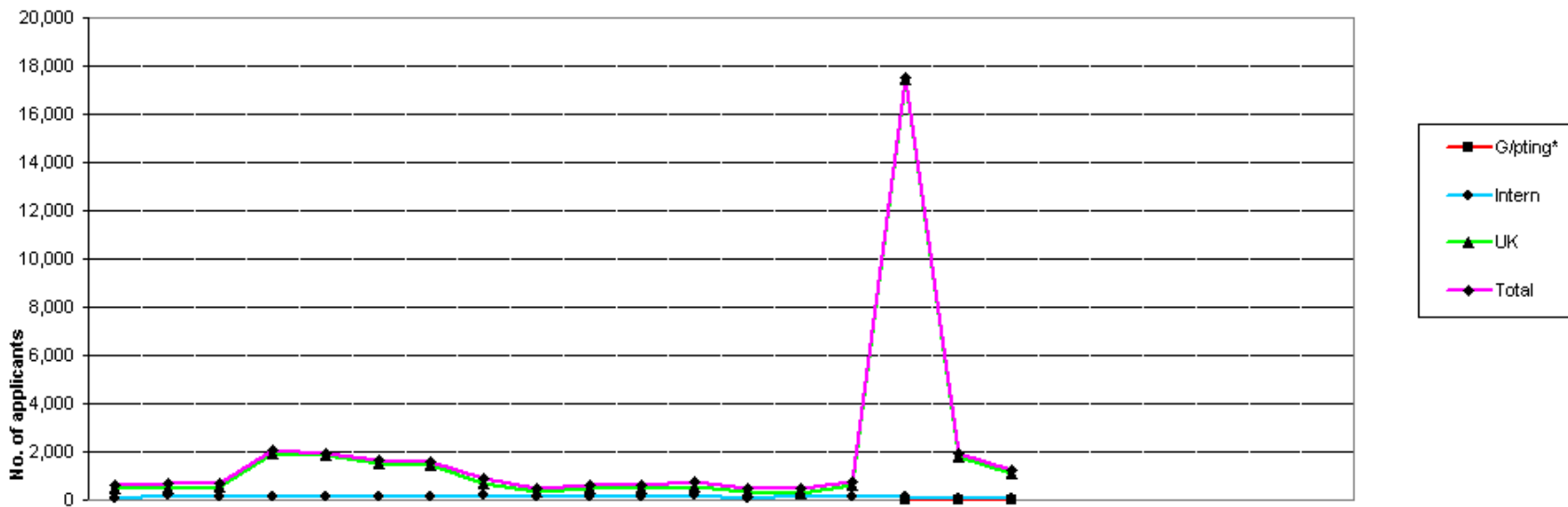
	2008			2009									2010			17,552	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Renewal notices sent	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548	38,086								142,363	27,711	153,982	29,138	102,595
Final notices sent	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391	0								36,261	25,909	50,531	9,546	4,391
Total	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939	38,086								178,624	53,620	204,513	38,684	106,986
Registrants lapsed	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0	462								9,448	5,388	8,885	5,550	462



Apps Received	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
G/pting*																1	8	5								2,479	20	0	0	14
Intern	213	157	222	157	134	205	229	145	122	258	218	230	168	114	139	85	111	67								4,626	3,504	2,300	2,290	684
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738	1,163								9,497	8,319	8,971	11,199	22,070
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	533	424	929	17,790	1,857	1,235								16,602	11,843	11,271	13,489	22,768

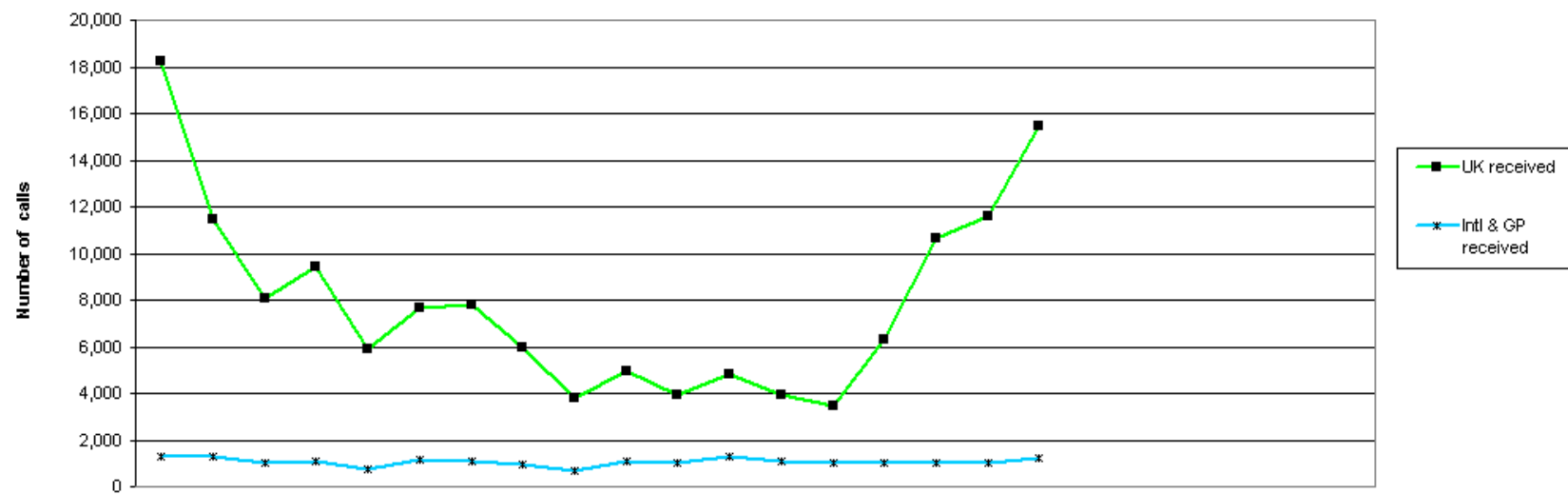
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
G/pting *																0	2	2								2,295	283	9	0	4
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	95								3,107	3,172	1,862	1,756	776
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	17,415	1,802	1,128								9,474	8,870	8,355	10,774	21,561
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	17,549	1,900	1,225								14,876	12,325	10,226	12,530	22,341

* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Int'l & GP																													
Int'l & GP received	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999	1,010	1,249							40,070	19,612	14,428	12,732	6,402
Answered	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699	981	995	1,197							33,467	17,896	13,388	11,397	6,863
Calls answered (%)	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98	99	96							84	92	93	90	97
Adandoned	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18	15	52							6,627	1,716	1,040	1,335	217
Avg answer time (sec)	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18	20	34							25	14	13	36	22
Avg talk time (min)	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	3.14	3.11	3.16	3.17	3.14	3.06							2.32	2.64	2.79	3.25	3.13
UK																													
UK received	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	3,912	3,476	6,334	10,658	11,570	15,463							70,233	72,488	123,967	92,018	51,413
Answered	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	3,896	3,457	6,308	10,478	11,301	14,283							50,518	67,493	91,923	78,293	49,723
Calls answered (%)	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99	98	92							70	93	79	92	98
Adandoned	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180	269	1,180							10,719	6,335	32,034	13,725	1,690
Avg answer time (sec)	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21	26	61							64	45	102	85	25
Avg talk time (min)	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	2.43	2.49	2.25	2.18	2.26	2.27							1.78	2.16	2.65	2.58	2.31

HPC Major Projects Nov FY 2009/10 Narrative

No.	Project name	Commentary
MP34	Online Applications and Renewals Phase 1	<ul style="list-style-type: none">• There has been a further three week extension to the roll out date for the online renewals application• This is due to issues we have experienced with the configuration of the production environment which has meant that load testing has not been able to commence on time. Examples of these issues are: redirection of sessions, configuration of load balancer, incorrect handling of cookies.• The proposed out date is therefore early December with project closure in early January.• Definitive dates will be provided at the next committee meeting.

HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	09/10 Budget*	Due Date	Status
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£55(C) £27(O)	01/04/09 01/04/10 29/05/10	
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £128(O)	20/03/09 01/11/09 15/11/09	
MP31	2a	Vetting and Barring Scheme Phase 1 – applicants	Operational and technology changes to comply with the requirements of the Independent Safeguarding Authority protecting children and vulnerable adults	Marc Seale	Kelly Johnson	Y	Y	N	£15(C) £28(O)	30/09/10	
MP35	2c	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Gary Butler	Y	Y	N	£8 (O)	30/04/10	
MP36	4	FTP case management system Phase 1	Analysis of the technology solutions available that would allow the FTP department to work from a single case management system	Marc Seale	Kelly Johnson	Y	Y	N	£134(C) £11 (O)	30/04/09	
MP37	4	Renewals cycle review	Operational review of current renewal cycle dates to assess if there would be a benefit in changing the dates to remove the peaks and troughs in the renewal cycle	Greg Ross Sampson	Richard Houghton	Y	Y	N	£12 (C)	28/02/10	

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP38	5	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier	Marc Seale	Guy Gaskins	Y			£15(C) £74 (O)		Initiation has been commenced; to continue through November with scoping exercise

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

Facilities Management – Steve Hall

Staffing

There are six permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Catering, Health & Safety, Insurance and Building Project Management.

22-26 Stannary Street Building Project

The Phase 2 project was completed 4 weeks ahead of schedule with the Policy and Project Management teams moving into the office space on 15 September. All users of the new office accommodation and Meeting Room have voted it a success. The final account is still being agreed between our consultants and the contractors but initial indications suggest that this will come in on budget.

Other building works

The replacement Central Heating Boiler for Park House has been installed and commissioned. The replacement external windows and doors to the Park House kitchen have also been installed.

Additional Access Control throughout the building will be installed late November/early December

Health & Safety

The Fire and Safety Team were trained in their roles on 4 September 2009. The Facilities Manager is scheduled to undertake formal training in early December with a view to obtaining the Institute of Occupational Safety and Health (IOSH) qualification in Managing Safely.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

An internal audit schedule for 2009-10 is ongoing

Information Security work in light of the Poynter Review continues.

Analysis of Feedback and Customer Service are continuing on a monthly basis.

QMS process updates

Information Security parameters are being evaluated to match ISO27001 and CISMP as best practice. This will be ongoing for the remainder of the financial year.

Finance department processes have been updated, following review by Gary Butler and the Finance team.

Fitness to Practice processes have been updated in light of the Business Analysts work associated with the FTP IT project.

Communications processes have been updated following a major review.

Information Risk training is ongoing across HPC employees.

BSI Audit

The latest audit by BSI took place on 21st October 2009. This covered Communications, Customer Service, Finance and

Grandparenting. Our registration was maintained with no non-conformances. Our auditor indicated that our efforts to train all employees on the use of ISO9001 are some of the best she has seen, and verbally highlighted our commitment to Quality. BSI hope to use HPC as a case study.

A copy of the audit report is attached.

Business Continuity

Minor changes to supporting information are being made to ensure the pack is as user friendly as possible.

Information & Data Management

Continued planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet" in conjunction with Tony Glazier in Communications.

Archive relocation – awaiting finalisation of insurance cover for the archived materials in transit. This is dependant on the outcome of our Poynter response document. An audit of part of the archive is taking place, to improve document security.

The audit of the hardcopy archive continues and will be completed before moving to the new supplier.

Risk Register

Greg Ross-Sampson & Roy Dunn met the Home Office Risk expert to learn best practice in central government.

Assessment Report

Health Professions Council



Report Author

Lisa Clarke

Visit Start Date

21/10/2009



Introduction

This report has been compiled by Lisa Clarke and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7265176 Continuing Assessment (Surveillance) 21/10/2009 1 day(s) No. Employees: 125	FS 83074 ISO 9001:2008	Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom

The objective of the assessment was to continue progress of the assessment programme leading up to the strategic review in April 2010.

Management Summary

The areas assessed during the course of the visit were found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Registrations – Grandparenting

The grand parenting process is in use for the psychologists who now need to register with HPC as a statutory requirement. The process has not been used for 3 years and has been thoroughly reviewed and updated in preparation for the new profession intake. Samples were used to demonstrate compliance with the plans and these appeared to demonstrate that the system works well so far. Fewer applications have been received than anticipated and it is proving difficult to forecast when the remainder will arrive over the coming 3 year period.

The process is carefully controlled using software records to track actions and progress. Target timescales have been put in place for acknowledgement of applications and for progress of the application.

The processes are monitored via a series of spot checks which are recorded. Historical statistics are being built up and will be used to identify any learning gaps or improvement potential within the team.

Communications

The communications team are responsible for communications strategy within the Health Professions Council. Their work is covered by the quality management system and is split between process driven tasks and project based work. This is organised via a work plan which links to a five year plan.

The main processes within Communications are controlled via process documentation, which has been written by the Director of Communications with input from the team. Quality and progress of work is reviewed regularly via update meetings and team meetings. There is also a monthly report to the Communications committee.

Customer Services

Customer service is a high priority for the Council, and it is a stated objective to ensure that all complaints are responded to promptly in a full and frank manner. Reporting on customer satisfaction has been developed over the last six months and better statistical information is now available for analysis.

Finances

Financial processes are included in the quality system and these are currently undergoing a thorough review by the new Financial Director, who has plans to transfer them into a Visio format. Risk points in the system have been identified, and these have been planned to include second person intervention with authority levels as appropriate.

The department works on a rolling five year plan linking to the annual budget and work plans. The teams are split two ways - accounting and transactions. An away day is planned and will include Sage accounting, team building and some emphasis on the redevelopment of the quality processes in Visio.

Suppliers are managed via Sage. They are reassessed every 4 years with a tender process in place for high level spend.

Assessment Participants

On behalf of the organisation:

Name	Position
Roy Dunne	Head of Business Process Improvement
Cherise Evans	PA to Operations Directorate
Tom Berrie	Information Services Manager
Greg Ross-Sampson	Operations Director
David Waddle	Customer Services Manager
Richard Houghton	Head of Registrations
Jacqueline Ladds	Director of Communications
Tony Glazier	Web Manager
Charlotte Milner	Financial Controller
Gary Butler	Director of Finance

The assessment was conducted on behalf of BSI by:

Name	Position
Lisa Clarke	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom	FS 83074	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/04/2007

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	10/07	04/08	10/08	04/09	10/09	04/10
	Duration (days):	1	1	1	1	1	1
Registrations UK		<input type="checkbox"/>					
Registrations International			<input type="checkbox"/>				
Registrations Grand parenting					<input type="checkbox"/>		
Communications						<input type="checkbox"/>	
Approvals & Monitoring				<input type="checkbox"/>			
Fitness to Practice					<input type="checkbox"/>		
HR/Partner Validation		<input type="checkbox"/>					
Purchasing & supplier evaluation				<input type="checkbox"/>			
Secretariat				<input type="checkbox"/>			
Customer Services						<input type="checkbox"/>	
Finance						<input type="checkbox"/>	
Management System Organisation and Review			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Senior Management Interview							<input type="checkbox"/>
Preparation for Strategic Review						<input type="checkbox"/>	
Strategic Review							<input type="checkbox"/>
Staff development and Training		<input type="checkbox"/>		<input type="checkbox"/>			
Policy		<input type="checkbox"/>					

Next Visit Plan

Visit objectives:

The next visit will conclude the current 3 year assessment cycle. This will include a review of the recertification pack and will also assess the various senior management responsibilities via interview with one of the top management team.

Visit scope:

As detailed below:

Date	Assessor	Time	Area/Process	Clause
	Lisa Clarke	09.30	Opening meeting - BSI formalities, updates.	
		10.00	Review of recertification pack	
		11.00	Senior management interview	
		12.00	Any outstanding assessment activity	
		12.30	Lunch	
		13.30	Quality system*	
		14.30	Report writing and certification decision	
		16.00	Closing meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral.

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